

Re: Normal.dot already exists

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2004-02/0736.html>

From: TF (*terryfarrell%40%6d%73%6e%2ecom*)

Date: 02/28/04

Date: Sat, 28 Feb 2004 17:55:33 -0000

Bob

Has NAV ever been installed – maybe as a free OEM trial install on the new computer? Here's Office MVP Beth Melton's answer if that is the case:

Norton CE does not have the Office Plug-in option however if Norton AV was installed on the computer and then later Norton CE was installed then the Office Plug-in DLL could still be registered. I found this to be the case when an OEM version of Norton was preinstalled.

First search your local drive for: officeav.dll

If you find it then go to Start/Run and run the following command:

```
regsvr32 /u "<path>\officeav.dll"
```

Here is a KB article that provides a few additional details. As on the Symantec site, it does not include information on Norton CE but it will contain additional details on the unregister command if you need them:

<http://support.microsoft.com/?kbid=329820>

Terry

"Bob" <anonymous@discussions.microsoft.com> wrote in message news:0e3f01c3fe11\$09ffbd00\$a601280a@phx.gbl...

: Thanks for the suggestion, but I don't think I have that
: option. I don't really have NAV, I have Symantec AC
: (Corporate Edition), so there aren't many available
: options to tweak, unless I'm just missing them.

:

: Maybe I just need to uninstall and buy personal NAV, but I
: was hoping I could work with this version.

: >-----Original Message-----

: >Open NAV and disable the Office Plug-in option.

: >

: >---

: >Terry Farrell – Word MVP

: ><http://word.mvps.org/>
: >
: >"Bob" <anonymous@discussions.microsoft.com> wrote in
: message
: >news:36a401c3fda6\$7b3ba210\$a001280a@phx.gbl...
: >: Using Microsoft Office Word 2003, when I close Word, I
: get
: >: a prompt "The file Normal.dot already exists. Do you
: want
: >: to replace the existing file?" Selecting Yes updates
: >: Normal.dot, but I get the same message box the next
: time I
: >: open and close word. If I select No, the Save as box
: pops
: >: up. Then selecting Cancel sends me back to word where
: if
: >: I close Word, I get "Changes have been made that affect
: >: the global template, Normal.dot. Do you want to save
: >: those changes?"
: >:
: >: I have searched microsoft.com and other tech user groups
: >: but not found a suitable solution. I've deleted
: >: Normal.dot. The first time I re-open Word, I can exit
: >: without error as a new Normal.dot is written. The next
: >: time in, however, I get the same problem all over
: >: again. "Prompt to save Normal.dot" is NOT checked in
: the
: >: options menu. I have also reinstalled Word, but get the
: >: same problem.
: >:
: >: I have the latest version of Symantec AV, with the
: latest
: >: virus definitions, and a full scan turn up no viruses.
: >:
: >: Any ideas what I can do to get rid of this message
: safely
: >: and effectively?
: >:
: >: Thanks for any help,
: >: Bob
: >
: >
: >.
: >